

Brown or Yellow Water

If water appears discolored for a minute or two after initially turning on the water, internal plumbing may be the culprit. However, if the water does not appear to clear up after a few minutes it may be the result of a mainline break or hydrant use. These disturbances cause sediment to get stirred up and while it poses no health threat, it creates an unappealing glass of water. If needed this can be filtered through a coffee filter. If discoloration persists more than a few hours call customer service for further investigation.



Understanding Water Quality Concerns

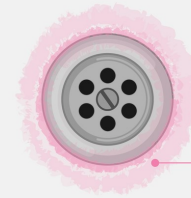


“To guarantee a continuous, uninterrupted, reasonably priced supply of quality water to its customers which assures public health while promoting regional stability and future development.”

Erie Water Works Laboratory

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Erie, PA 16507

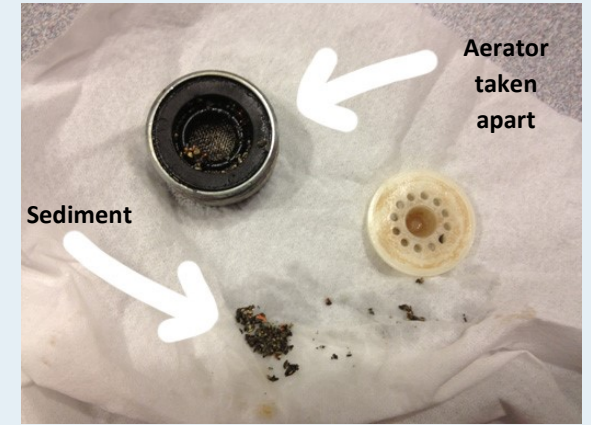
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What is that pink slime?

Airborne bacteria found in soil, food and on animals thrive on moisture and need little else to grow. Damp environments such as sinks, bathtubs, faucets, shower tiles, toilet bowls or toilet tanks can develop **grey, black** or even **pink** jellylike growth from these organisms.

- These stains can be easily removed with a commercial cleaning product containing bleach.



Aerators on sink faucets are often the culprit of black slime formation, as they are often overlooked as they are not easily cleaned. It is important to check these every so often.

- Unscrew an aerator and make sure to clean out the screen, as well as the spout using a cleaning product containing bleach.
- Take apart the plastic pieces to get to the screen
- Check the O-ring for any degradation as these can disintegrate and leave behind sedimentation.

Faucet Aerator Removal Tool



Fixture Stains

Calcium Carbonate in the form of crystals or sediment is often perceived as a water quality issue, however it poses no health hazard and is a naturally occurring mineral. The sediment or crystals are left behind in sinks, tubs, toilets and fixtures after water has evaporated. These deposits can be colored **blue**, **green** or **brown** from metals found in fixtures or pipes.



Since water from Lake Erie is considered to be moderately hard to hard, with levels from 110-130 parts per million (ppm) of total hardness, this increases the chance of residue being left behind. Calcium and Magnesium are the naturally occurring minerals that make up the measurement of hardness. The Calcium Hardness level ranges from 75-90 ppm.

- Carbonate deposits can be dissolved with white vinegar



Why does my water smell like a pool?

The Erie Water Works utilizes **Sodium Hypochlorite** in the treatment process to kill bacteria and waterborne organisms. This disinfectant is what gives tap water the chlorine or pool water taste and smell that some people find unpleasant. The Department of Environmental Protection (DEP) has a limit of 4.0 ppm, while EWW feeds about 1.5 ppm to ensure a chlorine residual throughout the distribution system. **The Erie Water Works does not use chloramines in the disinfectant process.**

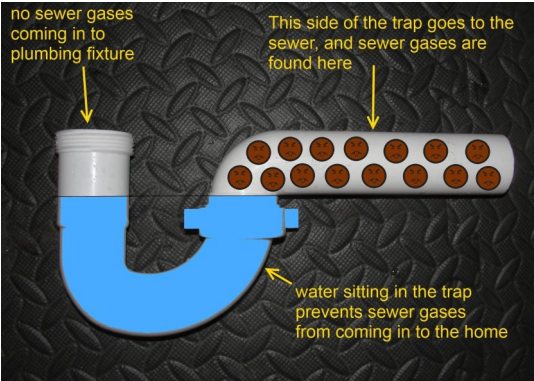
TO REDUCE THE CHLORINE TASTE:

Placing water in a glass container uncovered in the refrigerator overnight as this will dissipate the chlorine, removing most of the taste, but also the disinfectant that kills bacteria growth. So discard any unused water after a few days.

Water Hardness Scale		
Grains/Gal	mg/L & ppm	Classification
Less than 1	Less than 17.1	Soft
1-3.5	17.1-60	Slightly Hard
3.5-7	60-120	Moderately Hard
7-10	120-180	Hard
Over 10	Over 180	Very Hard

Possible causes of taste & odor

- Seasonally, algae outbreaks in Lake Erie and changing weather can cause earthy or musty tastes and odors
- If water has not been used for 24 hours or more, it can have a taste or odor from being stagnant; flushing your taps upon returning home can remove them
- Hot water tanks need to be maintained properly according to the manufacturer’s recommendations and this often includes flushing the tank periodically. Sometimes hot water can have a rotten egg odor from an improperly maintained hot water tank
- Drain odors are often perceived as an odor from the water. Sink aerators are not often cleaned and can house bacteria. Fill a clean glass from the tap and move away from the sink to verify if odor persists, if so please contact Customer Service.



White/Cloudy Water

Cloudy or white looking water is often just an abundance of air in the water. It usually happens when it is very cold outside because the solubility of air in water increases as water pressure increases and/or water temperature decreases. Cold water holds more air than warm water. Some of the air that is present is no longer soluble, and comes out of solution. Also, water pressure has something to do with it. The water in the pipes is pressurized. Water under pressure holds more air than water that is not pressurized. Once the water comes out of your tap, the water is no longer under pressure and the air comes out of solution as bubbles (similar to a carbonated soft drink). The best thing to do is let it sit in an open container until the bubbles naturally disappear.